

Case Study

Zoho Implementation for AIPM Agrclinic & Integrated Pest Management Private Limited

1. Client Overview

AIPM Agrclinic & Integrated Pest Management Private Limited operates in the **Pest Control Management Services** sector, providing pest control solutions for residential, hospitality, industrial, and commercial premises. Its service portfolio also includes garden and lawn maintenance, sanitizing and disinfectant services, and crop protection solutions for farmers through seeds, pesticides, and fertilizers. The organization combines professional teams and technology-driven practices to support safety, hygiene, landscape maintenance, and agricultural requirements.

With accounting, inventory, customer communication, point-of-sale, attendance, and payroll activities requiring greater structure, AIPM engaged **EVA Software Solutions** for a Zoho implementation. EVA implemented **Zoho Books with Interakt integration, Zoho POS, and Zoho Payroll**, covering **2 Zoho One Licenses Books users, 22 Payroll users, and 1 Zoho POS register**. Training was also provided across the Zoho Books, Zoho POS, and Zoho Payroll modules.

2. Business Challenges

Before implementation, AIPM's business processes presented several areas where a more structured digital approach was required:

- Accounting activities required improved organization and process control.
- Reporting capabilities were limited for accessing and reviewing business information.
- Manual processes created additional effort in routine operations.
- Inventory-related activities required better visibility and management.
- Customer communication required a more automated process.
- The organization required a connection between Zoho Books and Interakt for automated customer communication.
- Attendance management presented challenges, particularly around automation.
- Payroll processing required better handling of attendance-related information.

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- Point-of-sale activities required a dedicated POS environment to support the relevant business process.

3. Objectives

The implementation was designed around the following objectives:

- Establish a more structured accounting process through Zoho Books.
- Improve access to business and financial reporting information.
- Reduce manual effort in routine accounting and operational activities.
- Improve management and visibility of inventory-related information.
- Introduce a POS environment for relevant sales transactions.
- Connect Zoho Books with Interakt to support automated customer communication.
- Establish a more systematic attendance-management process.
- Streamline payroll activities using Zoho Payroll.
- Provide practical training so users could operate the implemented applications effectively.

4. Solution Implemented

EVA Software Solutions implemented **Zoho Books** as the core accounting environment and incorporated the required **Interakt integration** to support automated customer communication. This addressed AIPM's accounting, reporting, manual-process, inventory, and customer-communication requirements within the defined project scope.

Zoho POS was implemented with **1 register** to provide a dedicated point-of-sale environment. This added a structured POS component to the organization's business operations.

For workforce administration, **Zoho Payroll** was implemented for attendance and payroll requirements across **22 users**. EVA complemented the implementation with training covering the Zoho Books, Zoho POS, and Zoho Payroll modules, supporting practical adoption by the respective teams.

5. Key Features & Customization

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Accounting & Reporting

- Zoho Books implementation for accounting operations.
- Structured financial information management.
- Reporting support for business and accounting information.
- Reduced dependence on manually maintained financial processes.

Inventory Management

- Inventory-related process support through the implemented Zoho environment.
- More structured handling of inventory information.
- Improved visibility into inventory-related activities.
- Support for operational control of inventory processes.

Customer Communication

- **Zoho Books–Interakt integration** implemented for automated customer communication.
- Connected communication workflow between Books and Interakt.
- Reduced dependency on manual customer communication activities.
- More structured handling of customer communication associated with business processes.

Point of Sale

- Zoho POS implementation.
- Configuration of **1 POS register**.
- Dedicated environment for point-of-sale activities.
- Structured POS transaction management.

Attendance & Payroll

- Zoho Payroll implementation.
- Attendance-management process support.

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- Payroll process management.
- Payroll coverage for **22 users**.

Training & Knowledge Transfer

- Zoho Books module training.
- Zoho POS module training.
- Zoho Payroll module training.
- Practical guidance for users across the implemented applications.

6. Results & Benefits

The implementation provided AIPM with a more structured digital environment spanning finance, customer communication, point-of-sale, attendance, and payroll processes.

- Accounting activities became more systematically organized.
- Reporting information became more accessible within the implemented environment.
- Inventory-related activities gained a more structured management approach.
- Customer communication was supported through the Books–Interakt integration and automated communication workflow.
- A dedicated Zoho POS environment was established with 1 register.
- Attendance and payroll activities were organized through Zoho Payroll.
- Manual effort was reduced across processes addressed by the implementation.
- Users gained practical knowledge of the implemented Books, POS, and Payroll modules.

7. Conclusion

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The implementation for AIPM Agrclinic & Integrated Pest Management Private Limited brought together financial management, customer communication, point-of-sale, attendance, and payroll requirements through **Zoho Books, Zoho POS, and Zoho Payroll**, with **Interakt integrated with Zoho Books** for automated customer communication.

The project also included training across all three Zoho applications, supporting the organization's users in adopting the implemented processes. With **2 Books users, 22 Payroll users, and 1 POS register**, the solution provides a structured foundation for the business areas covered by the implementation and can support the organization's continued operational requirements.

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